## WELCOME

to

# The 2014 Certified Neighborhood Leader Training Program!

February 27, 2014

A C Wharton

Mayor – City of Memphis

Janet Hooks

Director - Parks & Neighborhoods

Nika Jackson-Martin

Manager - Office of Community Affairs

# Stronger Leaders. Stronger Neighborhoods. Stronger Memphis!



## For your convenience:

Download the 2014 CNLTP Session Materials Monthly online at:

www.memphistn.gov



## Practical Media Techniques for Communicating with City Divisions and Departments

Facilitator - Tim Harris
Community Outreach Specialist
Office of Community Affairs



## Why Communicate?

Citizens have a right to know the policies and activities of their government. In a well-functioning democracy, the government provides reliable and timely information to the public.

Effective communications between the government and the public is especially important in communities in which there can be:

- transitions in leadership,
- where major changes in local policy are necessary,
- and where administrative actions, events, or services could affect a citizen's daily life.

Many times, members of the community may feel uncertain about exactly <u>how</u> to convey their views (questions, ideas, or concerns) to the appropriate representatives of City government.

In this session, we will try to address some "best practices" to this regard.



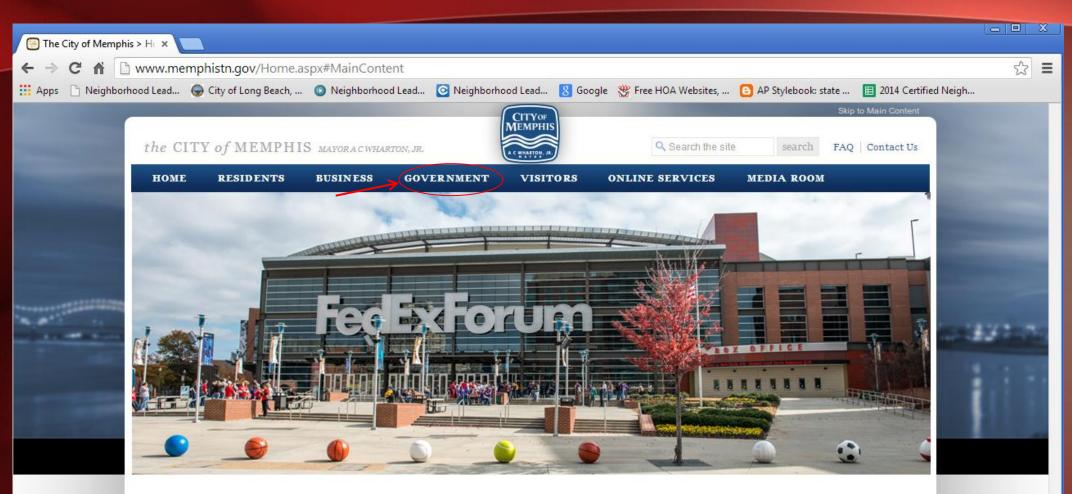
#### How can we help you?

- Know what your issue/concern is to some detail. (i.e., Who? What? When? Where? What time?)
- The more information you have when contacting a service area, the easier it will be to be given the assistance you need in a timely manner.

### **Due diligence is VERY important!**

- When possible, try to find out what division/ department handles your particular issue <u>prior</u> to contacting a service area.
- Utilizing the city's website may save a you time! www.memphistn.gov





#### MOST POPULAR

311 Support Center

Career Opportunities with the City

City Announcements

City Claims

City Council Budget Proposals

City Court Clerk

City Engineering Division

Contacting Police Services

#### DOING BUSINESS WITH THE CITY

Alarm Payments

Info on Doing Business with the City

Make an HCD Loan Payment

Pay my Traffic Ticket

Pay my Property Tax

#### RFPS & RFQS

2/18/2014 Addendum #1 for RFQ # SAIC CoM

#### CITY NEWS



#### City of Memphis Procurement Vendor Fair

Vendor Fair Wednesday, March 12, 2014 at LeMoyne-Owen College from 9:00 AM to 2:00 PM. For information or to Register CLICK HERE.



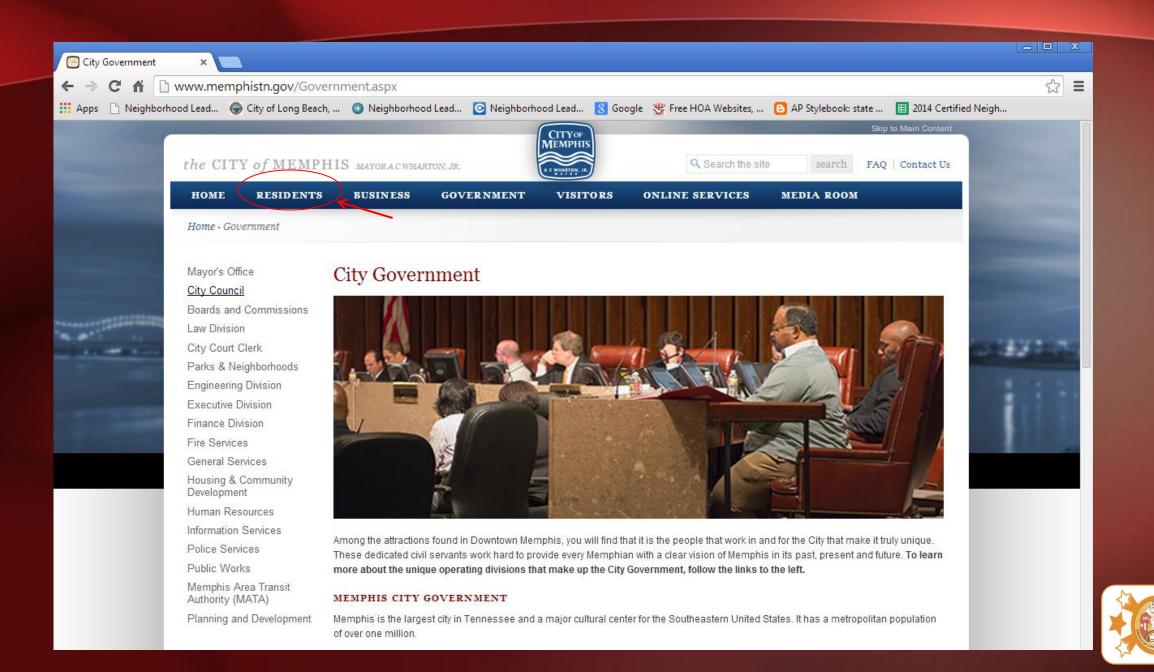
#### Mayor's State of the City Address

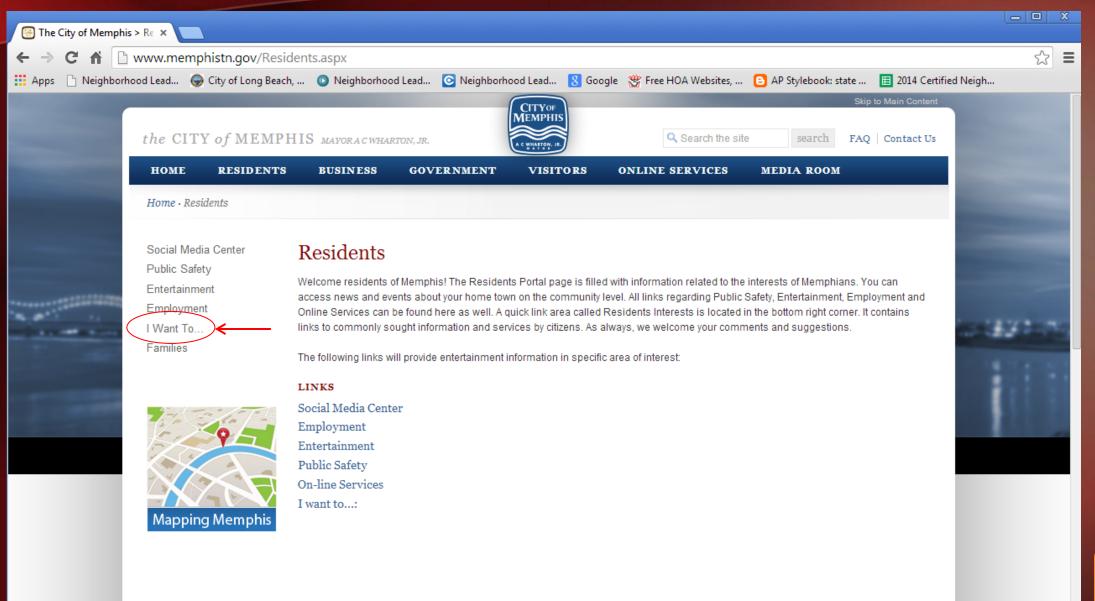
The State of the City Address given by Mayor A C Wharton, Jr. is available to read in its entirety. To view CLICK HERE.



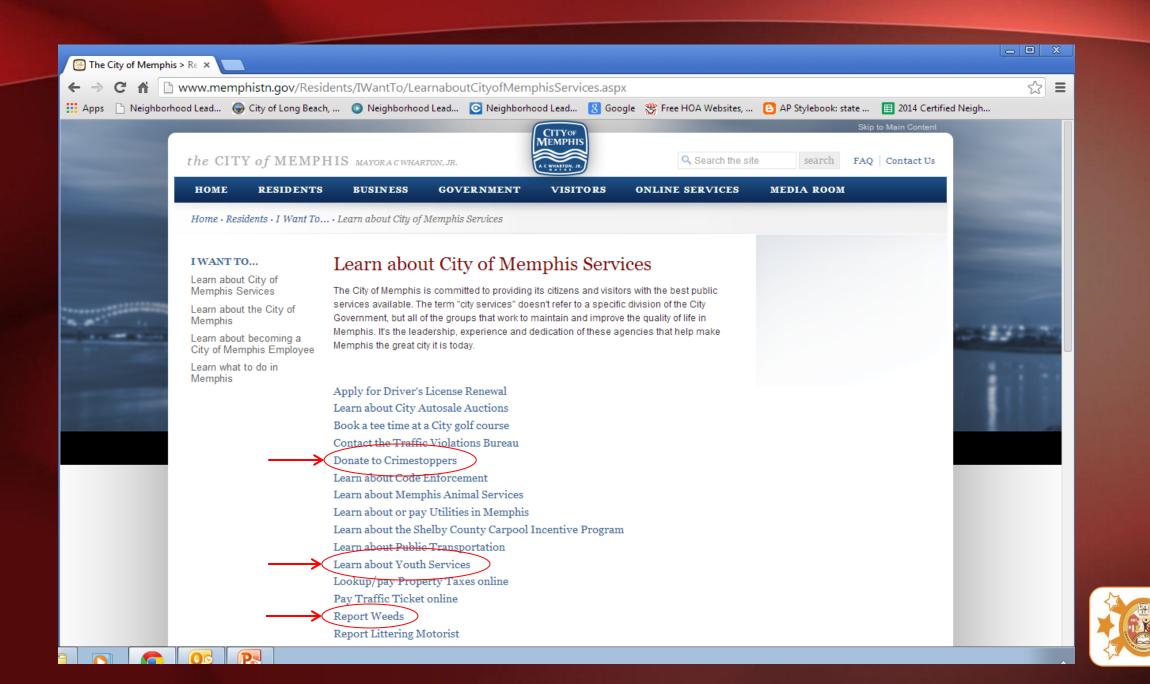
Strategic Fiscal and Management Plan for FY2015-FY2019











#### The Administrative Assistant is Your Friend!

- > When you contact a service area, you will probably encounter the Administrative Assistant <u>first</u>.
- Explain your issue/ concern in a professional manner.
- ➤ If you are unsure as to what department/person may handle your concern...ASK! (Duties, tasks, and <u>personnel</u> can change without public knowledge.)
- ▶ Be aware that all city employees, departments, and service areas must follow given policies and procedures when handling community/ citizen issues. These policies and procedures may require <u>time</u> to facilitate an outcome.



### **Getting the Meeting**

- Administrative Assistants are the "gatekeepers" to where you wish to go. (They keep meeting schedules and calendars; and they know what can/ cannot be done with regards to meetings.)
- Make an appointment! (Please try to make an <u>appointment</u> to see city personnel FIRST! Just "dropping by" may cause you to have to wait to be seen.)
- > Don't shoot the Messenger! (Receiving information you might not like is not the fault of the Admin.)
- Make your request as professional as possible (i.e. organization's letterhead, email address, etc.)



#### Getting the Meeting (cont.)

- Give multiple dates as alternatives when asking for a meeting or engagement opportunity.
- Do follow-up calls/ emails to verify that the request is still on the attendee's calendar.
- Do follow-up calls if any information changes (i.e. location, date, tasks, etc.)
- Make sure all your information is current and accurate (i.e., contact person, contact information, organization information.)
- If asking for attendance to a meeting, make your request at least 14-days in advance.



#### At the Meeting

- > Be on time. Don't miss your window of opportunity.
- Be specific. Be clear. Be concise.
- ➤ Be mindful of the time. (i.e., "Can I just have ten minutes of your time?") Stick to a time frame. People appreciate you more when you respect their time.
- Be prepared to answer questions. (i.e., What has your organization done to date? Has there been any community involvement regarding this issue?
- When possible, come with proposed solutions to issues/ concerns.
- ➤ Be realistic in your expectations. (There really ARE things that city government can and can NOT do!)



### **After The Meeting**

- Give yourself "Action Items". (i.e. call backs, email verifications, checking to see if resolutions were enacted.)
- Be patient. Some resolutions may take a time to conclude. (i.e. pot hole repairs, abandoned property issues, blight mitigation, court proceedings.)
- ➤ Be mindful that a service area may have time constraints. (An email request in the morning might not mean a resolution by that afternoon.)
- Understand that an issue or concern may need more than one service area, division, or department's involvement.



## CITY CONTACT INFORMATION

City of Memphis Website: www.memphistn.gov 901-636-6000

Parks and Neighborhoods www.memphistn.gov 901-636-6564

Memphis Police Services www.memphispolice.org 901-545-2677

Memphis Fire Services www.memphistn.gov 901-636-1400

City of Memphis Public Works www.memphistn.gov 901-636-6742



## MEMPHIS CITY COUNCIL CONTACT INFORMATION

STAFF CONTACTS	COUNCIL MEMBER(s)
Patricia Lewis 636-6786 Patricia.Lewis@memphistn.gov	Council Front Desk
Lisa Geater 636-6783 Lisa.Geater@memphistn.gov  Pam Cain 636-6793 Pam.Cain@memphistn.gov	Jim Strickland (District 5)
Juaness Keplinger 636-6797  Juaness.Keplinger@memphistn.gov  Dynisha Clark 636-6775  Dynisha.Clark@memphistn.gov	Bill Boyd (District 2) Harold Collins (District 3) Reid Hedgepeth (District 9-3)



## MEMPHIS CITY COUNCIL CONTACT INFORMATION (CONT.)

STAFF CONTACTS	COUNCIL MEMBER(s)
Danielle Spears 636-6785 Danielle.Spears@memphistn.gov  Ann Turner 636-6787 Ann.Turner@memphistn.gov	Janis Fullilove (District 8-2) Wanda Halbert (District 4) Lee Harris (District 7)
Sophia Wordlaw 636-6798 Sophia.Wordlaw@memphistn.gov  Rebecca Garcia 636-6795 Rebecca.Garcia@memphistn.gov	Joe Brown (District 8-1) Edmund Ford, Jr. (District 6) Myron Lowery (District 8-3)

## MEMPHIS CITY COUNCIL CONTACT INFORMATION (CONT.)

STAFF CONTACTS	COUNCIL MEMBER(s)
Sam Powers	
636-6784	
Sam.Powers@memphistn.gov	Kemp Conrad (District 9-1)
	Shea Flinn (District 9-2)
Judy Milam	Bill Morrison (District 1)
636-6799	
Judy.Milam@memphistn.gov	



# Q & A



# Dedrick Brittenum City of Memphis Office of Intergovernmental Relations

Office of Intergovernmental Relations Room 336 of City Hall, 125 North Main Street, Memphis, TN, 38103 Main: (901) 636-6567 Fax: (901) 636-6570



# Stephanie White Memphis and Shelby County Library

3030 Poplar Ave, Memphis, TN. 38111 Phone: (901)415-2700

